

What are the priority concerns of adolescent Rohingya boys and girls in the camps?

WHAT MATTERS?

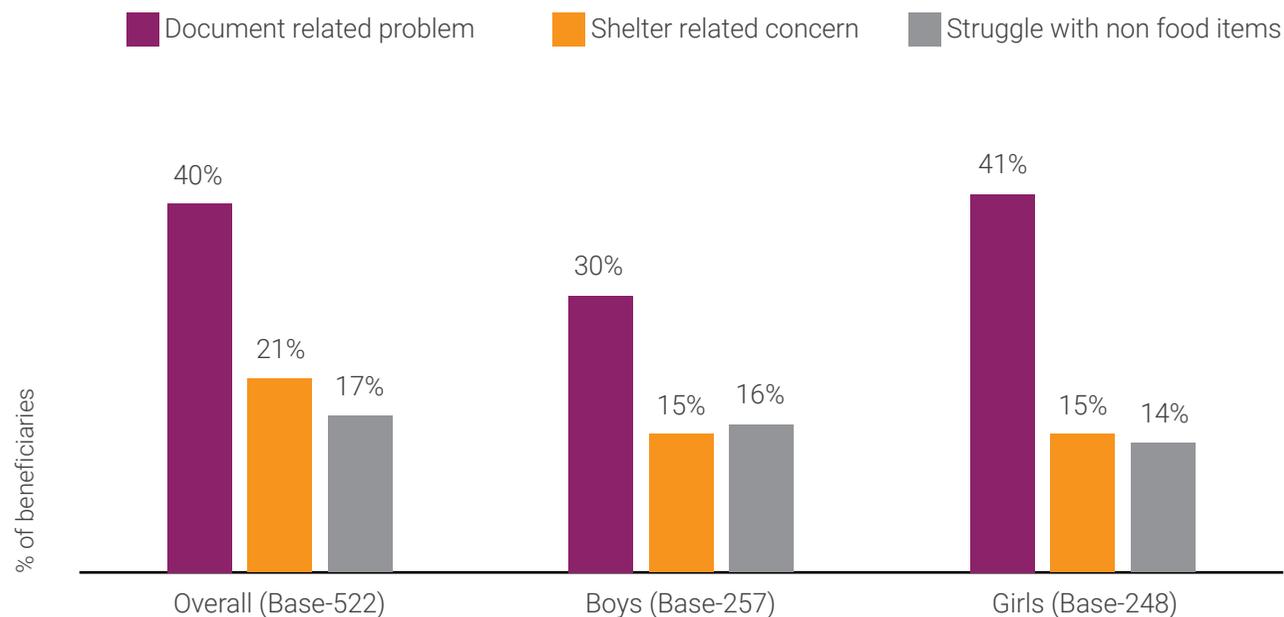
Humanitarian Feedback Bulletin on Rohingya Response

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Source: Rohingya people's concerns raised through community feedback and in listening group feedback. Community feedback from adolescent boys and girls (aged 12-18) has been collected from different camps (2, 4, 5, 8, 9, 10, 13, 14, 15, 16, 18, 19, 20, 22, 24, Kutupalong RC) from April to September 2019. This data has been collected by Care Bangladesh, DRC, IOM and Save the Children (Base-522 pieces of feedback). Listening groups have been conducted in different camps (1, 2, 3, 4, 5, 6, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26) from April to September 2019, where adolescent boys and girls (aged 12-18) have participated. Feedback from these groups has been collected by Action Aid Bangladesh, BRAC, Care Bangladesh, Christian Aid, CSI, DRC, IOM, MTI, PUI, TAI and UNHCR (Base-3458). To gain a more in depth understanding of the issues, four focus group discussions, two with adolescent boys and two with adolescent girls, were conducted in camp 5 in November 2019.

Over the last six months, Rohingya adolescents have raised different concerns and feedback to humanitarian agencies. The top concerns for adolescents from April to September 2019 have been around relief documents, non-food items, shelter and water-related issues.

Figure 1: Top three problems among Rohingya adolescents, April-Sept 2019



Document-related issues

The biggest issue being faced by both adolescent boys and girls over the last six months is related to different documents like SMART cards, SCOPE cards and tokens.

Not received cards: Many adolescents mentioned that they have not yet received a SMART card. From community feedback data it has been found that some adolescent respondents need separate cards because they have separated from their spouse, or because they have started their own family after getting married (previously they were including with their parents' registration). Some adolescents mentioned that they need a new card as they have been married and want to change the card they had previously been given. Adolescent girls in focus groups said that they had seen many people in their area who hadn't received any registration cards or bazar cards or tokens. Adolescent girls are facing document-related problems more than adolescent boys. Girls also mentioned their concerns about different cards/documents in focus groups, whilst boys mentioned that they were not facing any problems.

Not able to exchange tokens for relief: Adolescent boys in focus groups mentioned that they had received cards and tokens for relief (especially non-food items), but that they had not received any relief items using those tokens. They said that agencies had told them that the token number they have and the actual assigned token number against their ID cards didn't match; and that this mismatch had resulted in them not receiving relief goods. Some adolescent girls said that they had received bazar cards, but had not received

food items against the card. Some said that they had had cards for NFIs (non-food items) for over a year, but that they hadn't received any NFIs against the card. Adolescent girls said that they wanted to know about the time when cards and tokens are being distributed, even if the cards don't work properly for them to receive relief.

“ Sometimes we were not given non-food items even though we were provided with tokens. When we showed our token to the authority, they took the token but didn't give us anything.”

– Man, 19, camp 5

Lost cards: Community feedback data suggests that some adolescent boys had lost their SCOPE and SMART cards. If someone loses their cards, they normally inform their mahji or the CIC office. The mosque usually makes an announcement in the blocks, asking if someone has found the lost cards and encouraging them to bring them back to the mosque.

Suggested solutions: Adolescent boys felt that if there was a regular meeting arranged by agencies in their block, they could mention their problems. They felt that this would help the agencies to find solutions more quickly. They were concerned about mentioning their problems to the mahji, as they didn't feel that the mahji would be able to help them solve their problems.

Struggle with non-food items

Lack of dignity kits: In terms of non-food items, Rohingya adolescent girls in focus group discussions mentioned their lack of receiving dignity kits. They said that they had received tokens, but then only received a dignity kit once every two months. They said that there were often not enough kits to go around. For example, one family with three girls received one dignity kit, intended for one person, which they felt was not enough.

Lack of hygiene kits: Adolescent boys mentioned that they were facing problems related to hygiene kits. They pointed out that hygiene kits had not been distributed properly and are only distributed once every few (2/3) months. They said that, since they were not receiving hygiene kits regularly, they were facing health issues like skin diseases due to lack of soap and dental problems due to lack of toothpaste and toothbrushes. Adolescent boys also mentioned that, as dignity kits have not been distributed properly, their female family members were also facing problems. They said that this had meant that they had to sell food in order to get enough money to meet these demands.

“ We have not been given toothpaste or soap for a long time, and to buy these from the market we sell our food, which causes our food crisis.”

– Man, 18, camp 5



🏠 Shelter related concerns

Damaged shelters: Shelter is another big concern for Rohingya adolescents. In focus group discussions, participants explained that as their shelters were built a long time ago, the condition of them has become worse, especially in the rainy season. They mentioned that the roof and walls are damaged and some people described how they had to leave their shelter because of rainwater leaking in and flooding the shelter. They explained that, if this happens, they have to find a temporary space with relatives but said that this was not a permanent solution.

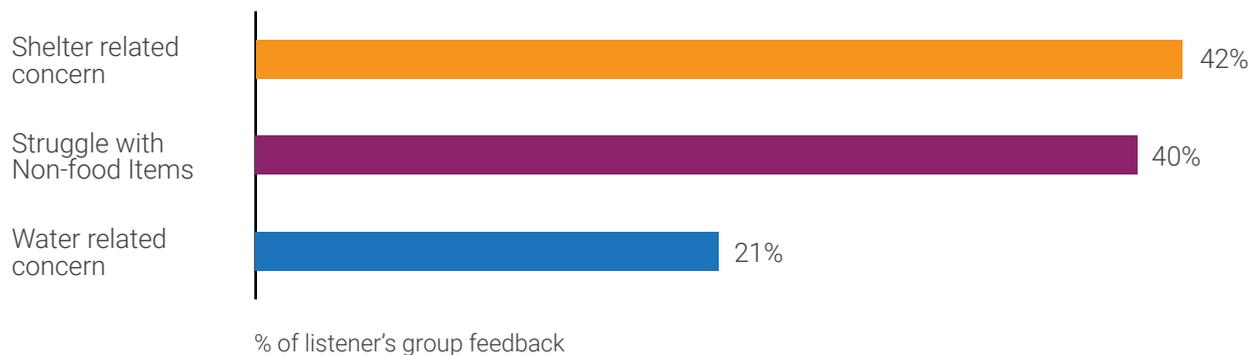
Lack of shelter kits: Some adolescents mentioned that they hadn't received shelter kits (including bamboo,

tarpaulin and rope), which could have helped them to repair their own shelter. They said that they could not afford to buy the items directly as they are expensive. They said that they had mentioned these problems (damaged walls, ruined roofs, water leaking through the roof) to volunteers in the CIC office. They also pointed out that, even if they received shelter identification cards, the complaints they had made about problems with their shelters had not been resolved.

“ I have the shelter identification card, but I haven't got any help for repairing my shelter yet.”

– Man, 18, camp 5

Figure 2: Top three concerns among Rohingya community raised in listening groups attended by adolescent boys and girls¹



¹ These listening group discussions have been attended by at least one adolescent boys or girls

BBC Media Action and Translators without Borders are working together to collect and collate feedback from communities affected by the Rohingya crisis. This summary aims to provide a snapshot of feedback received from Rohingya and host communities, to assist sectors to better plan and implement relief activities with communities' needs and preferences in mind.

The work is funded by EU humanitarian aid and the UK Department for International Development.

If you have any comments, questions or suggestions regarding *What Matters?*, you are welcome to get in touch with the team by emailing info@cxbfeedback.org

💧 Water related concerns

Another concern raised by adolescent boys and girls in listening groups was about the lack of water sources, and problems accessing water on a daily basis, given their feeling that there are not enough water sources close to their homes.

Travelling long distances for water: In focus group discussions, participants said that some tube wells situated on the top of hills do not provide enough water, and are broken most of the time. People described how they had to go to tube wells lower down the hill, which involved a walk and meant that they had to carry water back up the hill. Adolescent girls described problems about carrying water up the hill more than boys. Some adolescent girls mentioned that they were particularly worried about pregnant women because, while their husbands help them sometimes, they often have to carry the water up the hills themselves.

Need for separate water sources for men and women: Adolescent boys and girls said that they did not feel comfortable collecting water at the same time. They mentioned that they would feel more comfortable if there were separate water sources for boys and girls.

Poor condition of water: Participants mentioned that the water sources were not in good condition. They said that the water was not drinkable because of the smell.